Notice to All Prospective Bidder

Deadline for written questions	4:00 p.m. Friday, May 9, 2014

ADDENDUM #1 RELEASED (TUESDAY, MAY 6, 2014)

We are issuing this addendum to provide more information with regards to the following questions received:

1. Is the RFP available in Microsoft Word?
   Answer: Yes, a Word version of the RFP has been posted to the Town's website and it is now available for download.
2. What are the current procedures for the storage and retrieval of digital documents? LaserFiche? Are there issues with LaserFiche that force you to replace that system? If so, what issues have you encountered?
   Answer: The majority of departments that are scanning documents do independently using a Ricoh MFP. These scans go to a file folder on the network and the users, at their desk, then cut and paste the scanned document to department network drives as needed. Two departments actively use LaserFiche but only as a stand alone consumer. A third party takes whatever needs to be scanned and places the scans onto CDs/DVDs that are used by the departments for retrieval. A third department scans large plans and then maintains an Access database showing the location of which department folders the scans reside. There are no issues with LaserFiche just at this time there is no enterprise storage and retrieval application. The current LaserFiche applications are stand alone.
3. Is there a system preference premise-based or Cloud-based solution?
   Answer: A preference to premise-based but a cloud based solution is a possibility.
4. How many MFD's will be used? Are there any production scanners in use, if so what brand and model numbers? Do you anticipate adding production scanners?
   Answer: There are currently 7 MFD devices (all Ricoh) between several buildings. There are no "production" scanners at this time. We anticipate only having to purchase two "production" scanners for the Public Safety building which currently has limited scanning ability.
5. What is the ongoing scanning volume, do you prefer departmental scanning or centralized scanning or a combination of both.
   Answer: It is difficult to say since currently scanning is decentralized and not all departments scan. Initially, we anticipate a department's scanning to take place at the several MFDs within the buildings. As time goes on and needs change then scanning may be done within any specific department which would either require a permanent or mobile scanning device.
6. Does the Town desire the functionality to store email with attachments? Is the ability to access stored documents from your email system desirable? What email system are you currently using?
   Answer: Yes. The user should have the ability to select a specific email with or without attachment and place into the storage and retrieval application. It would be desirable to access stored documents from email. Using Outlook Exchange 2008

7. Do you envision providing access data stored in Document Management System to constituents?
Answer: If the term "constituents" refer to "citizens", then yes, as we move forward data may be made available.

8. Would the use of electronic forms (eForms) be advantageous?
Answer: We do not believe they would be advantageous at this time but they may be included in the proposal as an additional feature.

9. Municipalities have benefitted from departmental and cross-departmental workflows, HR On-boarding, AP invoice approval; contract renewal processes and Agenda Management are a few common workflows that can be provided. Does the Town see a need to implement Document Management workflows to automate processes such as those mentioned above?
Answer: Not at this time.

10. Is integration with your GIS system desirable? If so, what GIS system are you using?
Answer: Not desirable. For reference our GIS is ESRI (Environmental Systems Research Institute)

11. Describe what is meant by interfacing with all existing and developing systems. What level of integration do you desire? Is the planned integration with Infinite Visions and SunGard? Are there other systems for integration with the Document Management solution?
Answer: The software needs to be able to capture data, files, or processes and bring the results into the storage and retrieval system. A level that will allow a user to place the item they are working with into the storage and retrieval system. The user, whether in Infinite Visions or Sungard, needs to have a process that will bring information deemed necessary into the storage and retrieval system. The principle day to day applications are Microsoft Office, Infinite Visions, and Sungard. There may be other applications that at this time may not be deemed necessary as part of this procurement but we may see a need in the future to move files or data into the storage and retrieval system.

12. What are your expectations for OCR? Prior to our RFP response, are documents available for inspection to ensure accurate OCR? How will OCR be used for document retrieval?
Answer: The premise is that an individual will be able to scan a document into the storage and retrieval system and using OCR capture text within the document which will help in its retrieval.

13. Regarding redaction, do you see this as a manual function?
Answer: A hybrid version would be desirable.

14. On the bottom of page 11 and top of page 12 "Project Requirements" are these requirements to be priced in our response or are these requirements the proposed system must have for future functionality?
Answer: These are the listed requirements the proposed system must have for functionality as requested in the RFP.

15. Regarding system hardware, is there an estimate of the volume of scanned images and digital documents that will be stored in the system in one, five and ten years?
Answer: No estimate

16. Describe client needs, number of Named, Workstation and/or Concurrent clients?
Answer: Anticipate 50 – 60 concurrent users.

17. What is the estimated number of system users that will be performing text searches?
Answer: Anticipate 50 – 60 concurrent users.

18. Would access to the Document Management system documents via mobile devices be beneficial?
Answer: Yes, it would be beneficial.

The above information was prepared by or in consultation with: **David Davison ATM/Director of Finance/CPO; Roger MacDonald, MIS, Director; Tatiana Swanson Finance and Procurement Coordinator.**

Bidders are reminded to acknowledge receipt of any and all addendums.